

# INTERPERSONAL/ORGANIZATIONAL SKILLS

## **BUSC 2292 Project Management Introduction**

This three-day course provides the foundation of what every project manager needs to know in order to successfully manage projects. Introduction to PM covers the basic concepts of the five fundamental project management processes, schedules, risk management, and change control. Participants gain an understanding of how the project management processes are used during each phase of a project to build a better, more effective project plan.

**Course Contact/Clock Hours - 18 hrs.**

**Fee: \$599**

**Textbook/materials included.**

18559	MTuW	Jul 14 – 16	9:00 AM – 4:00 PM	North Run, 134
74278	MTuW	Oct 19 – 21	9:00 AM – 4:00 PM	Featherstone, F107
23684	MTuW	Jan 25 – 27	9:00 AM – 4:00 PM	Chester, B116

## Meet our Instructors

### *Jennifer L. Romero*

Jenn Romero specializes in providing project management career development, leadership training and management consulting. She is also actively involved in the Project Management Institute (PMI) – the world's largest association dedicated to the profession of project management.

Jenn has led project management teams with major corporations and has taught college level courses in the areas of accounting, algebra, business, calculus, management, and marketing. She is skilled in the IBM AS/400 operating systems in addition to establishing network connectivity to the AS/400 through TCP/IP and MSDLC protocols. Jen also has experience with a wide range of technologies including: MS Project, MS Project Server, Microsoft Office Products, Word, Excel, PowerPoint, Access, WordPerfect, Seagate Crystal Reports, Lotus, Visio, SEI, CMM, SCM, Agile Programming, XP and is proficient in ABT Workbench with administrator rights.

BS, Economics, Concordia College  
 BA, Business Administration, Concordia College  
 MS, Organizational Management, CU Denver  
 PMP/PMI

## **ACCT 2003 Finance and Accounting for Nonfinancial Managers**

This course is designed to give students, with minimal financial training, a foundation in basic accounting and financial techniques. The course will cover the goals of a business, fundamentals of accounting and the accounting process, financial statement analysis, financial forecasting, cash budgeting, break-even analysis, working capital and long term investments. Students should bring a calculator to class.

**Course Contact/Clock Hours - 12 hrs.**

**Fee: \$359**

**Textbook/materials included.**

18473	WTh	Jul 22 – 23	9:00 AM – 4:00 PM	Chester, B116
74284	TuW	Oct 13 – 14	9:00 AM – 4:00 PM	Featherstone, F107
23685	MTu	Feb 1 – 2	9:00 AM – 4:00 PM	North Run, 134

## **BUSC 2040 Coaching for Improved Performance**

This course teaches supervisors and managers how to work with employees to achieve company objectives. Participants will practice writing performance objectives, documenting performance, diagnosing employee problems, developing improvement plans. Upon completion of this workshop, participants will improve their skills to:

- questions to ask when diagnosing employee problems
- confronting, encouraging, and coaching skills
- documenting performance
- giving accurate, appropriate feedback

**Course Contact/Clock Hours - 6 hrs.**

**Fee: \$175**

**Textbook/materials included.**

73201	Th	Sep 17	9:00 AM – 4:00 PM	North Run, 134
73202	Tu	Dec 8	9:00 AM – 4:00 PM	Featherstone, F113

## **BUSC 2015 Time Management**

Plan, organize and manage the many demands on your time. Gain an understanding of time management techniques including your strengths and weaknesses. Learn to use your planner and to-do list effectively to meet responsibility and deadlines, reduce stress and ensure that nothing slips through the cracks. Upon completion of this workshop, participants will improve their skills to:

- analyze your personal time management style
- deal with interruptions, procrastination, lateness, and perfectionism
- learn best practices in delegating, prioritizing and saying no

**Course Contact/Clock Hours - 6 hrs.**

**Fee: \$175**

**Textbook/materials included.**

73203	W	Aug 19	9:00 AM – 4:00 PM	North Run, 134
73204	Th	Nov 19	9:00 AM – 4:00 PM	Featherstone, F113

## **BUSC 2070 Teambuilding Strategies**

Building a team is an ongoing, adaptive process that is constantly challenged by the forces of change. This workshop provides insights, experiences and materials that enable team leaders to assess needs and determine strategies for promoting progress toward the goal of high performance for the team and its individual members. Upon completion of this workshop, participants will improve their skills to:

- analyze and determine strategies to address change-based resource needs to be effective.
- examine how teams develop and are impacted by change.
- experience a process that assesses team climate.

**Course Contact/Clock Hours - 6 hrs.**

**Fee: \$175**

**Textbook/materials included.**

18596	M	Jul 13	9:00 AM – 4:00 PM	Chester, B116
74270	M	Sep 21	9:00 AM – 4:00 PM	North Run, 134
23682	F	Jan 22	9:00 AM – 4:00 PM	Featherstone, F107

**BUSC 2434 Organizational Skills for Leaders NEW**

Do you ever find it difficult or challenging to manage your workload and the workload of others? Do you feel as though you are short on time or available resources? Is it challenging to manage your organization's incoming and outgoing information efficiently? This course is designed to provide managers, supervisors and leaders with the fundamentals needed to successfully manage information, time and resources in the work environment.

**Course Contact/Clock Hours – 6 hrs.**

**Fee: \$175**

**Textbook/materials included.**

74636	Th	Sep 10	9:00 am – 4:00 pm	Featherstone, F113
23776	Th	Jan 14	9:00 am – 4:00 pm	Chester, B116

**BUSC 2016 Conflict Management**

Conflict is a part of our daily lives; we have all experienced conflict in unique and personal ways. However, we must be perceptive enough to understand what roles we ourselves play in managing conflict. At the end of this workshop, participants will better understand and practice the skills and strategies of conflict management and conflict resolution. Upon completion of this workshop, participants will improve their skills to:

- identify the critical features and benefits of conflict management.
- identify different types of conflict and different techniques for managing them.
- differentiate between confrontational and collaborative reactions to a conflict.
- understand how to use appropriate techniques for identifying and managing negative emotional reactions that accompany a conflict.
- implement the selected ideas immediately and effectively.
- identify the time for seeking third-party mediation in an escalating conflict.

**Course Contact/Clock Hours - 6 hrs.**

**Fee: \$175**

**Textbook/materials included.**

74272	W	Sep 23	9:00 AM – 4:00 PM	Featherstone, F107
23683	F	Jan 15	9:00 AM – 4:00 PM	North Run, 134

**BUSC 2073 Problem Solving Using Critical Analysis**

This workshop sharpens your analytical skills by helping you to identify problems, consider pros and cons, and assess different solutions. Upon completion of this workshop, participants will improve their skills to:

- employ group and individual decision making techniques
- analyze situations to define problems
- select the appropriate problem-solving model for the situation
- conduct force-field analysis, grid analysis and creative problem-solving techniques

**Course Contact/Clock Hours - 6 hrs.**

**Fee: \$175**

**Textbook/materials included.**

73210	Th	Aug 20	9:00 AM – 4:00 PM	Featherstone, F107
23631	Th	Jan 14	9:00 AM – 4:00 PM	North Run, 134

**BUSC 2039 Supervisor Leadership Skills**

You have worked your way up the organizational ladder and now you find yourself in the role of supervisor. Instead of just managing your own work, a machine, or a territory, you now must manage other people and their work projects. Your success is now dependent on those you supervise. In this session, we examine roles, responsibilities, and expectations that come with the position. Upon completion of this workshop, participants will be able to:

- maximize workplace “satisfiers” and minimize workplace “dissatisfiers” that affect self-motivation
- use the BEER Model to effectively constructively criticize another’s behavior
- use the “Influencing Through Exchange Model” to create win-win situations
- identify barriers to interacting effectively with other personalities and determine methods to overcome them
- apply Situational Leadership theory to a known workplace situation

**Course Contact/Clock Hours - 12 hrs.**

**Fee: \$349**

**Textbook/materials included.**

74246	TuW	Sep 22 – 23	9:00 AM – 4:00 PM	Chester, B116
23678	WTh	Jan 20 – 21	9:00 AM – 4:00 PM	North Run, 134

**Meet the Instructor***Frank B. Green*

Frank Green is a leadership consultant with 20 years of training/group facilitation experience with a major utility. He has conducted over 1400 programs since 1984. His primary focus is in the areas of leadership, communication skills, customer service, and relationship building. Clients include major corporations, small businesses, city and county agencies, and non-profit organizations. Frank is also actively involved in many area community groups.

BA, History, V.M.I.

Myers-Briggs Certification, Otto Kroeger Associates

Instructional Design Certification, American Management Association

**BUSC 2432 Leading Effective Meetings NEW**

Effective meeting management requires a combination of skills that are often overlooked in leaders. If part of your job is leading meetings, then this workshop is for you. This session will increase your effectiveness in planning and leading meetings resulting in better decisions and an efficient use of time. In this workshop, participants will learn:

- how to create more effective agendas
- steps in effective meeting management
- tips and techniques of meeting facilitation
- how to ensure meeting outcomes/goals are met
- recommendations for meeting follow-up

**Course Contact/Clock Hours - 4 hrs.**

**Fee: \$119**

**Textbook/materials included.**

74629	W	Sep 16	9:00 AM – 1:00 PM	North Run, 134
74631	Th	Oct 22	9:00 AM – 1:00 PM	Featherstone, F107

# Having a meeting and need a professional location? ... Why not CCWA?

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So whether you have a small meeting of 10 or a large conference of 480, let us help make your next event a successful one!

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#### *Locations:*

- Richmond – North Run Business Park, 1630 East Parham Road
- Chester – John Tyler Community College, 13101 Jefferson Davis Highway
- Midlothian – Featherstone Office Park, 1807 Huguenot Road, Suite 108

#### *Available:*

- Day, Evenings and Weekends



For more information on how we can meet your needs call us at 804-523-2292 or visit our website at [www.ccwatraining.org](http://www.ccwatraining.org)

#### **BUSC 2025 Facilitation Skills**

This workshop is designed for the new and experienced facilitator. Discover the roles and tasks of a facilitator; typical problems facilitators face and how to overcome them; how to build and use the skills of observation, diagnosis and intervention; techniques for creating and building consensus decision making; how to resolve conflict successfully without getting caught in the controversy; techniques for giving constructive feedback; how to create a win-win environment.

**Course Contact/Clock Hours - 6 hrs.**

**Fee: \$175**

**Textbook/materials included.**

18600	Tu	Jul 28	9:00 AM – 4:00 PM	Featherstone, F113
74286	M	Oct 26	9:00 AM – 4:00 PM	North Run, 134
74289	M	Dec 7	9:00 AM – 4:00 PM	Chester, B116

#### **BUSC 2305 Successful Meeting and Event Planning**

Do you plan meetings or events for your organization? Are you interested in learning more about this growing field? Master the skills involved to plan and implement successful meetings and other events. At the completion of this session, you will have improved your skills and knowledge to be able to:

- develop a process for planning your organization's meetings and events
- use objectives and budgets to drive meeting planning decisions
- know with whom to communicate when doing event planning tasks
- choose appropriate set-up, A-V equipment, and facilities
- design and market outstanding programs

**Course Contact/Clock Hours - 6 hrs.**

**Fee: \$175**

**Textbook/materials included.**

74295	W	Oct 14	9:00 AM – 4:00 PM	North Run, 134
23686	W	Jan 20	9:00 AM – 4:00 PM	Chester, B116

#### **BUSC 2275 Organizing Your Work Environment**

This workshop offers practical advice and techniques to individuals who want to clean up and organize their physical work environment. Upon completion of this workshop, participants will improve their skills to:

- increase personal productivity through physical-space organization
- get rid of the paper piles and other clutter
- manage your desk, files, and paperwork

**Course Contact/Clock Hours - 6 hrs.**

**Fee: \$175**

**Textbook/materials included.**

73225	W	Oct 7	9:00 AM – 4:00 PM	Featherstone, F113
23633	Th	Jan 28	9:00 AM – 4:00 PM	North Run, 134

# WorkKeys®



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***The CRC is designed to meet the needs of both the employer and job seeker!***

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Community College



## BUSC 2307 Handling Change and Transition

Achieving success in today's work environment requires individuals to understand their own reactions to change and develop practical techniques to deal with its personal impacts. Explore the types of changes we experience at work and the steps we can take to help manage our responses to those changes. At the completion of this workshop, the participants will be able to:

- develop strategies for moving through the stages of workplace change
- differentiate between "change" and "transition"
- understand how and why team members experience transition differently
- recognize the role of communication in the process of change

Course Contact/Clock Hours - 6 hrs.

Fee: \$175

Textbook/materials included.

18597	Th	Jul 30	9:00 AM – 4:00 PM	Chester, B116
74296	W	Oct 28	9:00 AM – 4:00 PM	Featherstone, F113
23687	W	Jan 27	9:00 AM – 4:00 PM	North Run, 134

## BUSC 2110 Administrative Professionals' Conference

Join us for a day of professional development at Lewis Ginter Botanical Garden in Richmond (Apr 23) and learn how to develop powerful leadership skills. Learn new techniques from motivating speakers. Enjoy the camaraderie of other administrative professionals who share your challenges. You won't want to miss the Administrative Professionals' Conference 2010. Register today!

Course Contact/Clock Hours - 7 hrs.

Fee: \$179

Textbook/materials included.

23634	F	Apr 23	8:30 AM – 4:15 PM	Lewis Ginter Botanical Garden
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Need a class and you don't see it listed here?

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